

## POSITION DESCRIPTION

<b>Position</b>	Reception / Administrator
<b>Reports to</b>	Southern Office Manager
<b>Direct Reports</b>	Office Manager
<b>Status</b>	Full time (38 hrs pw)
<b>Location</b>	Dandenong Office / Frankston Office

## BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organization of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA employs over 500 staff and delivers more than 50 programs across the state. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection, and healing. VACCA designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing. Through *Cultural Therapeutic Ways* VACCA is implementing a whole of agency approach to guide VACCA's practices of healing for Aboriginal children, young people, families, community members and carers who come into contact with our services, as well as creating a safe and supportive workplace for staff.

Central to VACCA's work is the importance of connection to family, community and culture as essential to Aboriginal children's safety, stability and ensuring that they have an ongoing sense of belonging. As Victoria's largest Aboriginal child welfare agency, VACCA plays a key role in the process of transitioning the care and case management of Aboriginal children from government and non- Aboriginal organisations to Aboriginal community-controlled organisations.

## OUR VISION

Aboriginal self-determination - Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## PROGRAM AREA

VACCA Southern is made up of Dandenong & Frankston branches including BPA/SMA Orange door. With over 130 staff members amongst our team. The receptionist/Administrator position is part of the business and administration team in the Southern Metropolitan Division.

## POSITION SUMMARY

- The Receptionist/ Administrator will sit under the Southern team and will play a key role supporting the program staff in working with Aboriginal children and families, Government and sector partners to deliver quality services.
- The position will be part of the administration team and boarder Southern VACCA team, working across all program areas.
- To provide a professional and friendly first point of contact to all VACCA clients and visitors.

## KEY RELATIONSHIPS

<i>Internal:</i>	VACCA Southern program staff, broader VACCA programs, staff, management and leadership
<i>External:</i>	Government and non-Government sector partners, community members, children and families

## KEY SELECTION CRITERIA

The successful applicant will possess:

- Commitment to VACCA's vision and purpose.
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people
- Demonstrated ability to communicate in clear, culturally appropriate and respectful way with a range of stakeholders, including staff, government, clients and agency partners.
- Demonstrated punctuality and meets agreed schedules and timelines
- High level organisational skills including time management, ability to work as part of a team and independently.
- Ability to provide a professional and courteous telephone and reception service to individuals, professionals and families contacting the office via telephone, email and face to face.
- Ability to provide direct administrative assistance to an including but not limited to managing electronic calendar, preparing emails, filing and general admin etc
- Working knowledge of MS word, Excel and outlook.
- A proven ability to deal with conflict and or ability to acquire these skills.
- Experience in the storage, accessing, handling and security of confidential information and material
- You must have a current Victorian Driver's Licence and a current employment working with children check card
- Position will be based at one location but may need to assist at times at other branch.

## POSITION ACCOUNTABILITIES

- Providing a friendly first point of contact for all clients and visitors contacting the office
- Overseeing the reception desk (other than at break time)
- Provide admin support to the Office Manager & leadership group as requested
- Provide support with minutes, agendas and meetings including catering as required
- Answering the phones in a professional and courteous manner, including providing an accurate record of phone messages via email and ensuring they are delivered to the relevant staff member in a timely manner
- Being central point of contact internally for staff
- Registering all incoming and outgoing correspondence and collecting the mail from the Post Office daily including photocopying and distributing all incoming mail, posting all outgoing mail
- Assisting if staff unable to book rooms
- Ensuring that visitors sign the visitor's register book and receive and return a visitor pass whilst in the building
- Undertaking general administrative tasks including filing, faxing and photocopying, stationery orders and other office goods
- Maintaining the upkeep of the reception area in a neat and orderly manner.
- Participating in staff meetings, unit meetings and training sessions.
- Purchasing of items through accounts, assist with debit card and petty cash and other financial tasks
- Input data and prepare folders etc

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day-to-day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

## OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events
- Undertake other duties as directed
- Generate general and specific communication to stakeholders via effective and timely use of Staff Bulletin, intranet, forums and other opportunities as they arise

## ADDITIONAL INFORMATION

VACCA's recruitment processes align with the Victorian Child Safe Standards. All employees are required to undergo a National Police Records Check, a Working with Children Check and comply with the Code of Conduct policy. VACCA is an equal opportunity employer and has a smoke-free workplace policy.

